Customer Service Report for EMIB

For the period: Tuesday, April 01, 2008 12:00:00 AM to Wednesday, April 30, 2008 11:59:59 PM

Snapshot Date: 5/1/2008 7:24:01 AM

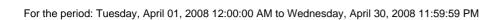|	CREATED				ASSIGNED/PENDING/ CHECKED OUT			CLOSED			AVG MIN
	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Accounts											
Deactivate/Close	1	0	0	0	0	0	0	0	1	0	12
Edit Account	7	0	0	0	0	5	0	0	2	0	3
General Info	3	0	0	0	0	0	0	0	3	0	10
Register/Open	2	0	0	458	0	3	0	0	457	0	0
Application Support											
COTS-Other/Install	0	1	0	0	0	0	0	1	0	0	42
COTS/PDE-General Information	1	0	0	0	0	0	0	0	1	0	3
MS Office/Install	0	1	0	0	0	0	0	1	0	0	18
Web Apps-Troubleshoot	1	0	0	0	0	0	0	0	1	0	15
ASR											
Colocation-ON	0	0	0	1	0	0	0	0	1	0	4
Other	0	0	0	1	0	0	0	0	1	0	0
Windows	0	0	0	3	0	1	0	0	2	0	0
Back Office Support											
Active Directory	8	0	0	1	0	1	0	0	8	0	7
Add Entry	1	0	0	0	0	0	0	0	1	0	3
Assign DID-Fax	1	0	0	0	0	0	0	0	1	0	2
Backup/Restore	8	0	0	0	0	0	0	0	8	0	11
Configuration	1	1	0	0	0	1	0	0	1	0	10
Create Server Service	1	0	0	0	0	0	0	0	1	0	6
Maintenance	2	0	0	0	0	0	0	0	2	0	8
Permissions/Shares	16	0	0	1	0	1	0	0	16	0	9
Reset Limits	18	0	0	1	0	0	0	0	19	0	14
CIT Categories											
CIT Desk Sec Serv/ALT-Support Call	0	1	0	0	0	0	0	1	0	0	12

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
General Info	1	0	0	0	0	1	0	0	0	0	0
KB/Support Page	1	0	0	0	0	0	0	0	1	0	0
LISTSERV	3	0	0	0	0	0	0	0	3	0	17
Connectivity											
TCP/IP	0	0	0	1	0	0	0	0	1	0	0
Email											
Entourage	1	0	0	0	0	0	0	0	1	0	10
Exchange Email	2	0	0	2	0	0	0	0	4	0	5
General Info	9	0	0	0	0	1	0	0	8	0	10
MS Outlook	6	1	0	1	0	0	0	1	7	0	14
General Information											
Inquiry	3	0	0	0	0	0	0	0	3	0	4
Hardware											
Acc/Periph/Config/Setup	1	0	0	0	0	0	0	0	1	0	10
Acc/Periph/Install/Build	1	0	0	0	0	0	0	0	1	0	26
Desktop/Config/Setup	0	0	0	1	0	0	0	0	1	0	8
Desktop/Install/Build	0	1	0	0	0	0	0	1	0	0	63
Desktop/Move	0	1	0	0	0	0	0	1	0	0	25
Printers/Config/Setup	1	0	0	0	0	0	0	0	1	0	5
Servers/Config/Setup	0	5	0	0	0	2	0	0	3	0	0
Servers/Install/Build	0	5	0	0	0	4	0	0	1	0	0
Servers/Troubleshoot	0	2	0	0	0	1	0	0	1	0	0
Local LAN											
LocalLAN/Connectivity	0	0	0	1	0	0	0	0	1	0	7
NIH Services											
Other	1	0	0	1	0	1	0	0	1	0	4
NIHnet											
Inquiry	0	0	0	1	0	0	0	0	1	0	0

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	DCS	EMIB	Web	Other	DCS	EMIB	Other	DCS	EMIB	Other	To Close
Server Support-DNS	3	0	0	0	0	1	0	0	2	0	4
Service Prov-IP Address Admin	5	0	0	0	0	0	0	0	5	0	9
Service Prov-Other	1	0	0	0	0	0	0	0	1	0	9
Security											
General Info	1	1	0	0	0	1	0	1	0	0	16
Web Site Issue (non-CIT)											
Other	1	0	0	0	0	1	0	0	0	0	0
Grand Total:	**112**	**20**	**0**	**474**	**0**	**25**	**0**	**7**	**574**	**0**	**2**

Total Tickets Closed:	**581**
Total Tickets Assigned/Pending/Checked Out:	**25**
Total Tickets Created:	**606**